

Basic Trouble Shooting



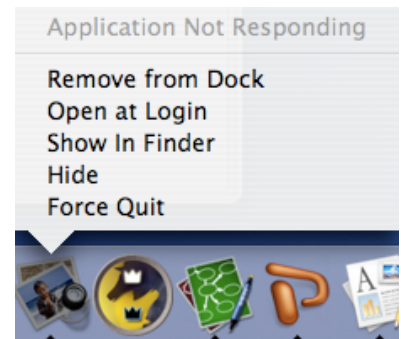
NOTE: Solutions listed might not address all problems. Determining the nature of the problem (i.e. Apple Software, Third-Party Software, System related, Hardware related) helps to determine the solution.

1. Restart the Application

Why: Any freezing in the application.

Link: <http://docs.info.apple.com/article.html?artnum=107199>

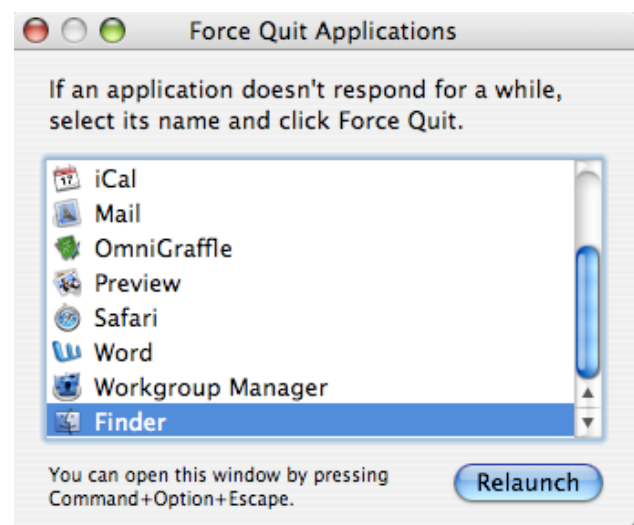
How: Click and hold on the Application icon in the dock until a menu arises. If the Application is not responding, it should tell you so in this dock menu. It will also give you an option to Force Quit, which you can choose. Then try restarting the application. You may also click on the Blue Apple in the top menu bar of any app and choose Force Quit. A new dialog box will appear with the apps currently running. Usually the app that is frozen will be highlighted in red. (The shortcut for this dialog box is the Option/alt + the apple/ command + the esc buttons). Choose and app and click the restart button.



2. Relaunch Finder

Why: Computer keeps freezing; has a slow reaction time.

How: Follow the same steps as #1, except you are choosing to relaunch the finder.



3. Restart the Workstation

Why: It fixes so much and is so easy to do.

How: If you computer is not frozen, choose Restart in the Apple Menu or push the power button for one second then choose Restart. If your computer is completely frozen and you must force restart, hold down the ctrl (control) button + the apple/command button, + the power button simultaneously for 1 second.

4. Zap P-RAM

Why: "The high area of RAM reserved for storage of miscellaneous manufacturing information by Apple, time and date, etc. is not *supposed* to be used for any other purpose. But many are beginning to suspect that not only has Apple violated its own rule in this regard, but that Microsoft and other vendors, also are guilty of putting "hooks" in pRAM for one reason or another, either to install their software or make it run the way they want it to run. By doing so they disregard the possibility that it may bang into something else or create trash in pRAM during a crash. Such problems may create serious problems that may damage the system file."

Link: <http://www.macshare.com/pram.html>

How: Restart, hold down Option, apple, P, R until you hear it restart five times

5. Run Disk Utility

Why: If you have problems with a disk or volume, use Disk Utility to test and repair it. You can also verify and repair permissions on a Mac OS X startup disk. Occasionally the user permissions associated with files or applications become damaged, which can prevent a file or application from opening.

Link:

<http://docs.info.apple.com/article.html?path=Mac/10.4/en/mh12.html>

How: Go into your Utilities folder, run Disk Utility. Choose the Macintosh HD, and Choose Verify then Fix Disk Permissions.



6. Run Software Update

Why: Problems running software may be fixed in recent updates. Of course, other problems may occur as well. Check with the Tech Staff for dependable updates.

Link: <http://docs.info.apple.com/article.html?artnum=106704>

How: Follow other How to or link above.



7. Go To Apple's Support Site

Why: Search for solutions from the source.

Link: <http://www.apple.com/support/>

How: Click on link above.